

Italy-Naples: Telephone operator services
OJ S 15/2021 22/01/2021
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: ABC — Acqua Bene Comune Napoli — Azienda speciale

Postal address: via Argine 929

Town: Napoli

NUTS code: ITF33 Napoli

Postal code: 80147

Country: Italy

Contact person: Procurement

E-mail: segreteriagenerale@abcnapoli.telecompost.it

Telephone: +39 817818174/272

Fax: +39 817818190

Internet address(es):

Main address: <http://www.abc.napoli.it>

Address of the buyer profile: <http://www.abc.napoli.it>

I.6. Main activity

Other activity: servizio idrico integrato

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servizio di Call Center commerciale e tecnico

Reference number: PA 120/2020

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio Call Center commerciale e tecnico.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 440 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITF33 Napoli

II.2.4. Description of the procurement

Servizio Call Center commerciale e tecnico.

II.2.5. Award criteria

Quality criterion - Name: miglioramento tempo medio di attesa / Weighting: 30

Quality criterion - Name: numero di referenti dedicati / Weighting: 10

Quality criterion - Name: titolo di studio degli operatori / Weighting: 5

Quality criterion - Name: eventuali servizi aggiuntivi offerti / Weighting: 10

Quality criterion - Name: esperienza pregressa nel settore del servizio idrico integrato / Weighting: 15

Price - Weighting: 30

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 098-235734](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice

Section V: Award of contract

Contract No: 1

Title:

Servizio di Call Center commerciale e tecnico

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

22/12/2020

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: RTI Ne-t by Telerete Nordest srl — Koiné

Postal address: seconda strada 14-16-18, zona industriale

Town: Padova

NUTS code: ITH36 Padova

Country: Italy

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Koiné srl (40 %)

Postal address: via Circonvallazione 28/Q, frazione Maerne

Town: Martellago (VE)

NUTS code: ITH35 Venezia

Country: Italy

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 440 000,00 EUR

Total value of the contract/lot: 1 192 320,00 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Competenza esclusiva del foro di Napoli

Town: Napoli

Country: Italy

VI.5. Date of dispatch of this notice

18/01/2021